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### REMARKS

In the Office Action of March 15, 2004, the Examiner has rejected claims 1-5, 7-12 and 14-18 under 35 USC §102(b) as being anticipated by Walker. Claims 6, 13 and 19 are rejected under 35 USC §103(a) as being unpatentable over Walker. The Office Action of March 15, 2004, has been carefully considered and by this response, entry of which is respectfully requested, claims 1-19 remain in the application.

Applicant's attorney respectfully traverses the 35 USC §102 and §103 rejections set forth herein for the reason that Applicant's invention, as disclosed in independent claims 1, 5 and 14, is not anticipated by the prior art.

In a rejection under 35 USC 103(a), it is required that the subject matter sought to be patented and the prior art be such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art (MPEP 2141). To establish prima facie obviousness of a claimed invention, all the claim limitations must be taught or suggested by the prior art (MPEP 2143.03). Applicant respectfully submits that the cited art does not teach or suggest all of the features in the pending independent claims.

Walker describes a complex process, often involving several lengthy steps, where an expert and user can communicate (col. 9, line 1; col. 26, line 49) *only* after the process of submitting the end user request to the expert. Walker only envisions an end user calling a central controller and eventually being put in touch with an expert (col. 28, line 66), with no allowance for the central controller to make separate calls after the user selects the expert. There are no constraints in Walker on how fast the time-to-connect process needs to be to be useful. Walker simply does not take into account the use of experts as a workforce for support, whereas the subject invention is precisely directed to tracking component hardware and repair needs, accessible to multiple operation sites and/or various users. No mention is made in Walker of product or service needs, nor are any such needs listed or displayed by the central controller/server. Walker does not describe or claim a system and method that allows for collaboration between multiple users to provide need-responsive information.. The problem that

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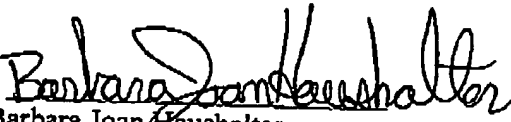
is being solved by the subject application is not the problem that is addressed in the cited art, and it would not be obvious to look to the cited art to solve the problem of retaining a repository of information for access to future services. Therefore, it is respectfully suggested that the cited art cannot possibly anticipate or obviate the subject invention.

Claims 2-4, 6-13 and 15-19 depend from independent claims 1, 5 or 14, to contain all of the limitations found therein. Additionally, the dependent claims add further limitations which distinguish them patentably from the cited documents. It is submitted, therefore, that claims 1-19 are not anticipated, taught, or rendered obvious by the cited documents. Accordingly, withdrawal of the rejection of claims 1-19 under 35 USC §102(b) and §103(a) is respectfully requested.

In view of the foregoing remarks, the undersigned attorney respectfully submits that all of the claims of the application are clearly allowable. Therefore, Applicant's attorney respectfully requests that the Examiner's rejections be withdrawn and that a formal Notice of Allowance be issued thereon.

If it is believed that an interview would serve to facilitate prosecution of the present application, the Examiner is requested to contact the undersigned attorney. Should the Examiner have any questions with respect to any matter now of record, Applicants attorney may be reached at (937) 592-8603.

Respectfully submitted,

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